



### Purpose

This Quick Reference Guide (QRG) covers how to navigate through the Public portal.



**Business Role(s)** 

Public



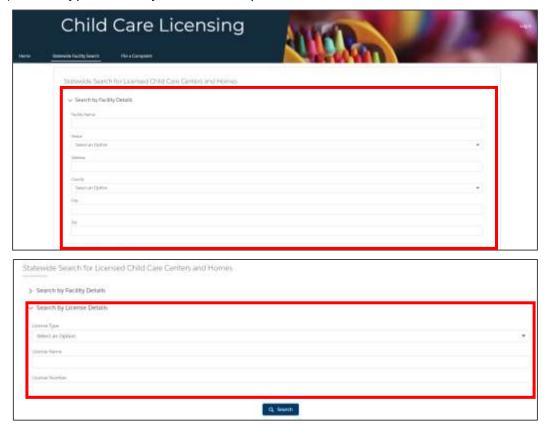
## Navigation – Public Portal

The Public Portal enables you to perform a statewide facility search and file a complaint against a facility. You can scroll down the Home page to access parent resources.



### Statewide Facility Search

The **Statewide Facility Search** screen enables you to search for licensed Child Care Centers and Homes by Facility Details (name, status, address, county, city, and zip) and License Details (license type – Family Home, Group Home, Center, license name, and number).

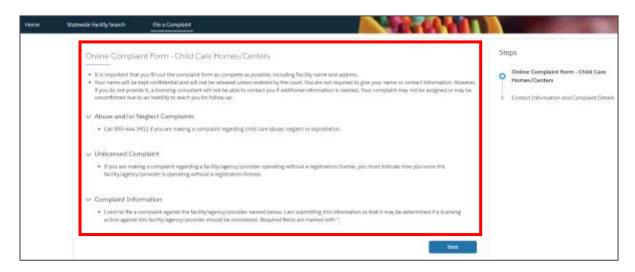


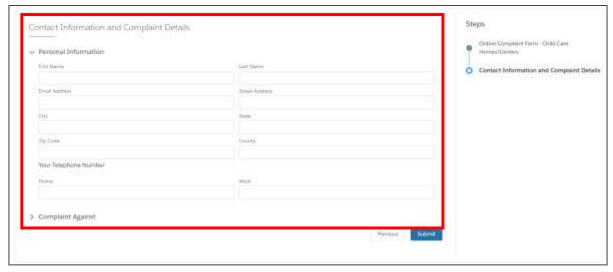


# Navigation – Public Portal

#### File a Complaint

The **File a Complaint** screen displays guidelines on how file a complaint. In the next step, you will need to provide your contact information and complaint details and submit the complaint.





*Note*: You can refer to the following job aids for detailed steps on how to perform a statewide facility search and file a complaint:

- · Facility Search Job Aid
- Log a Complaint in the Public Portal

